

FIG. 2

MODULES	
DONATION MODULE	16
OUTPUT CONTROL MODULE	18
COMMUNICATION MODULE	20
USER MANAGEMENT MODULE	22
SECURITY MODULE	24
CONFIGURATION MODULE	50
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HOSPITAL REPORTING MODULE	56
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ACCOUNT CREATION MODULE	62
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LINKING MODULE	66
PRODUCTION CONTROL MODULE	68
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IMPLEMENTOR'S CUSTOMER SUPPORT MODULE	76
TIPS MODULE	78
ACCOUNT TERMINATION MODULE	80
EMAIL CONTROL MODULE	82
DESIGNATED ACCOUNT MODULE(S)	84
SUPPORTING PAGE MODULE	86

FIG. 3

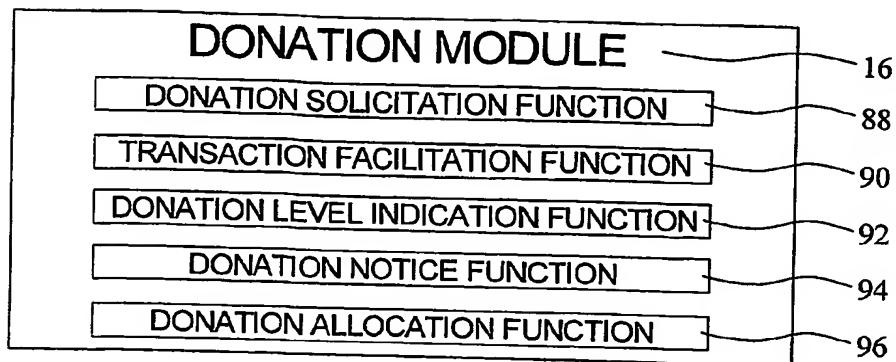


FIG. 4

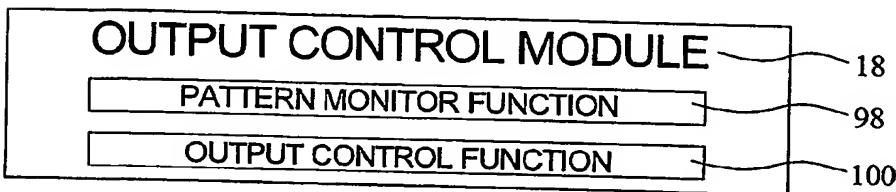


FIG. 5

102 104

EXAMPLE INPUT PATTERN SET	EXAMPLE USER OUTPUT SET
105 THE 1st VISIT TO THE HOME PAGE	WELCOME LETTER FROM EXECUTIVE OF HOSPITAL
106 EACH CYCLE OF 3 VISITS TO THE HOME PAGE	DIALOGUE ASKING USER IF HE/SHE WANTS TO COMPLETE A SURVEY
108 EACH CYCLE OF 2 CLICKS ON ICON 1A ASSOCIATED WITH MODULE A1	DIALOGUE ASKING USER IF HE/SHE WANTS TO SEND A EMAIL TO FRIENDS TO INCREASE USER-SHIP
110 EACH CYCLE OF 5 CLICKS ON ICON B1 ASSOCIATED WITH MODULE B1	DIALOGUE ASKING USER IF HE/SHE WANTS TO MAKE A FINANCIAL CONTRIBUTION TO THE HOSPITAL
112 EACH CYCLE OF 2 CLICKS ON ICON C1 ASSOCIATED WITH MODULE C1	DIALOGUE ASKING USER IF HE/SHE WANTS TO PURCHASE A GIFT FOR THE PATIENT
114 EACH CYCLE OF ACTIVITY D1 ASSOCIATED WITH MODULE D1	DELIVERY OF EMAIL TO A DESIGNATED RECIPIENT
116 EACH CYCLE OF ACTIVITY E1 ASSOCIATED WITH MODULE E1	DIALOGUE OF DESIGNATED GRAPHICS, VIDEOS OR AUDIO-VISUAL REPRESENTATIONS
• • • • • • • • •	• • • • • • • • •
• • • • • • • • •	• • • • • • • • •
• • • • • • • • •	• • • • • • • • •

FIG. 6

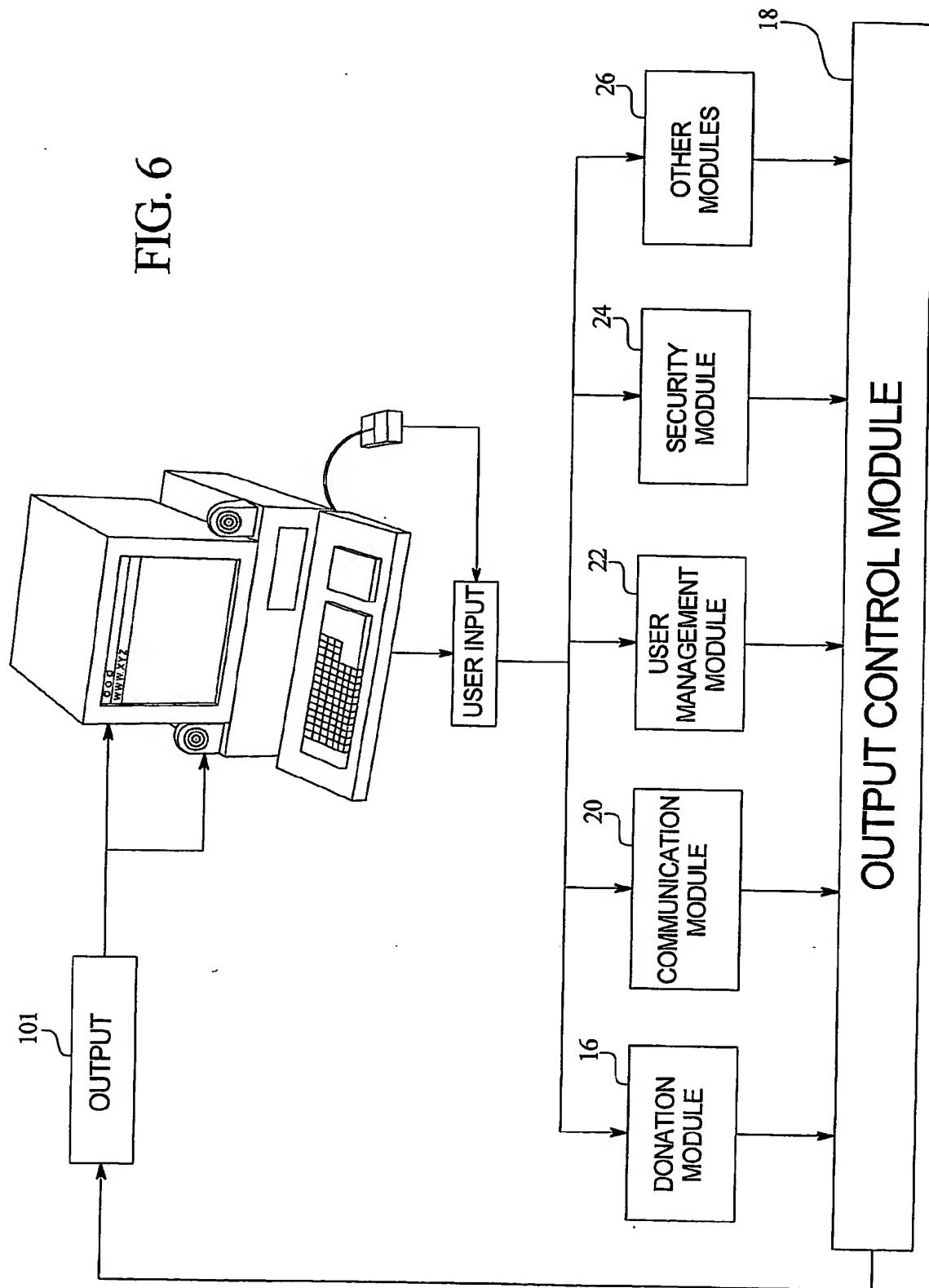


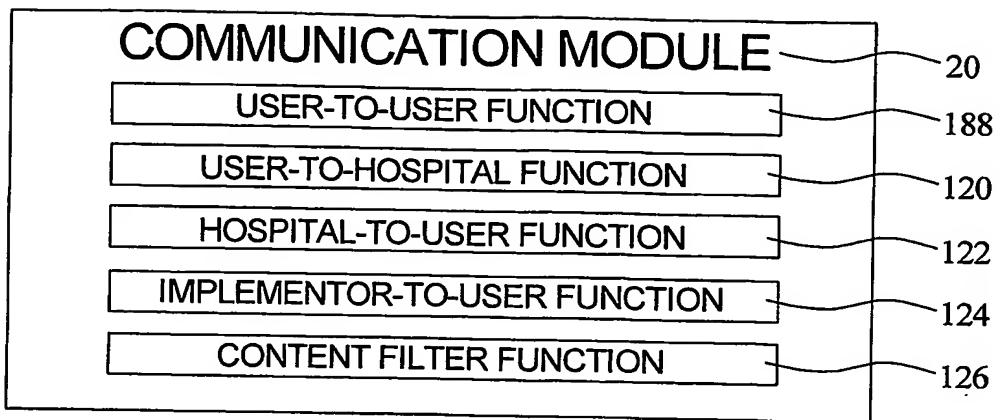
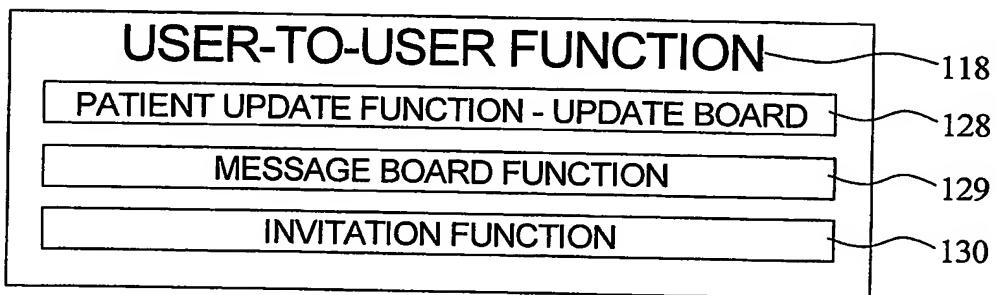
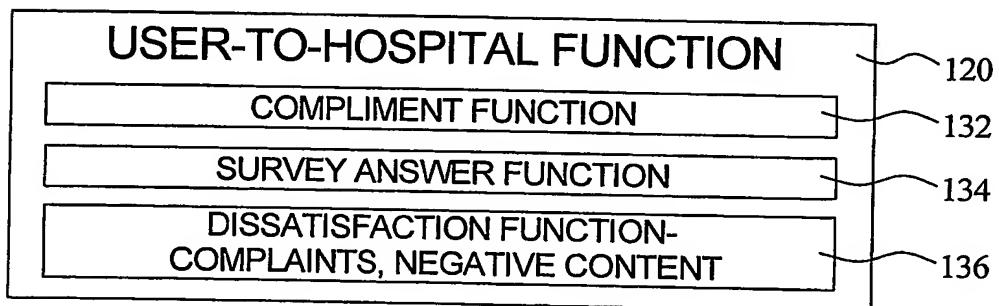
FIG. 7**FIG. 8****FIG. 9**

FIG. 9A

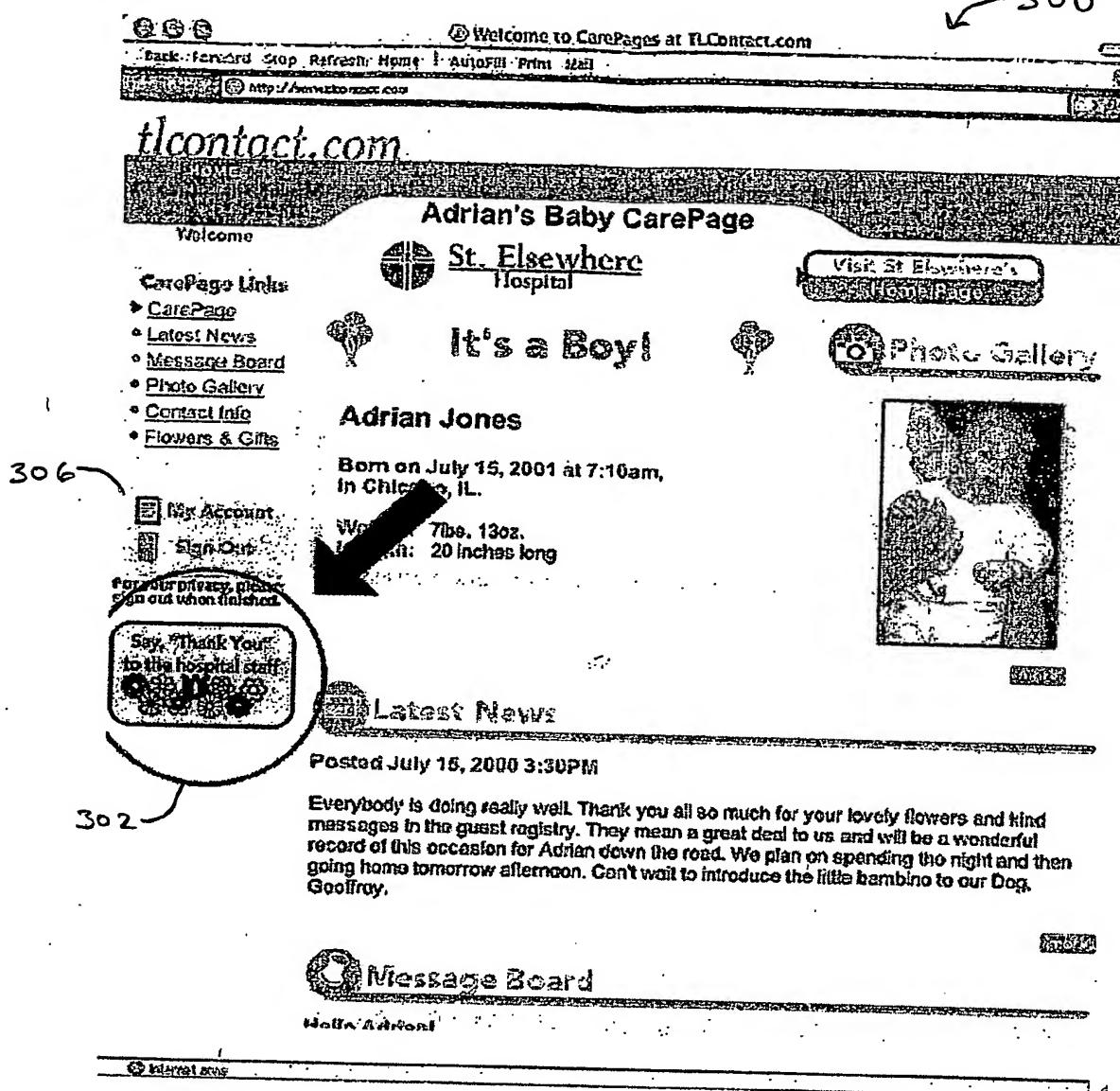


FIG. 9B

304

@ Welcome to CareTribute Pages

Back Forward Stop Refresh Home AutoFill Print Mail

Address: @ http://www.caretribute.com

caretribute [CHANGE PASSWORD](#) | [LOGOUT](#)

CareTributes is a system designed to allow patients and loved ones to let the caregivers know how much they are appreciated.

Please fill out the following form. The fields noted with a *** are required fields.

Thank you for choosing to send a tribute to a person or group working toward the care of a loved one.

*CareTribute Laureate's Name:

*Type of care provider:

Hospital Unit:

*Tribute Message:

Anonymous submission:

check here

Internet zone

FIG. 9C

306

The screenshot shows an email inbox interface with various icons at the top: Delete, Reply, Reply All, Forward, Compose, Mailboxes, Get Mail, and Junk. To the right of these are links for "Entire Message" and "Search 'Drafts'". Below this, it says "1 message". A single message is listed with the "To" field containing "TLCContact Adoption Czar", the "Subject" field containing "CareTribute Pending Review", the "Date" field showing "Today", and the "Time" field showing "6:00 AM".

caretributemy

The following CareTribute has been submitted for your approval:

System ID: 001094
Iauroate: Persons Name
Unit: Neo-Natal
Type of Care Provider: Nurse
Submitted: 05/14/03 at 04:35 pm
Children's Hospital of Boston
Message:

Persons Name has been so sympathetic and pleasant throughout the whole week. Persons has taken every opportunity to make sure we were comfortable. Persons deserves all the praise she can get!

FIG. 9D

308

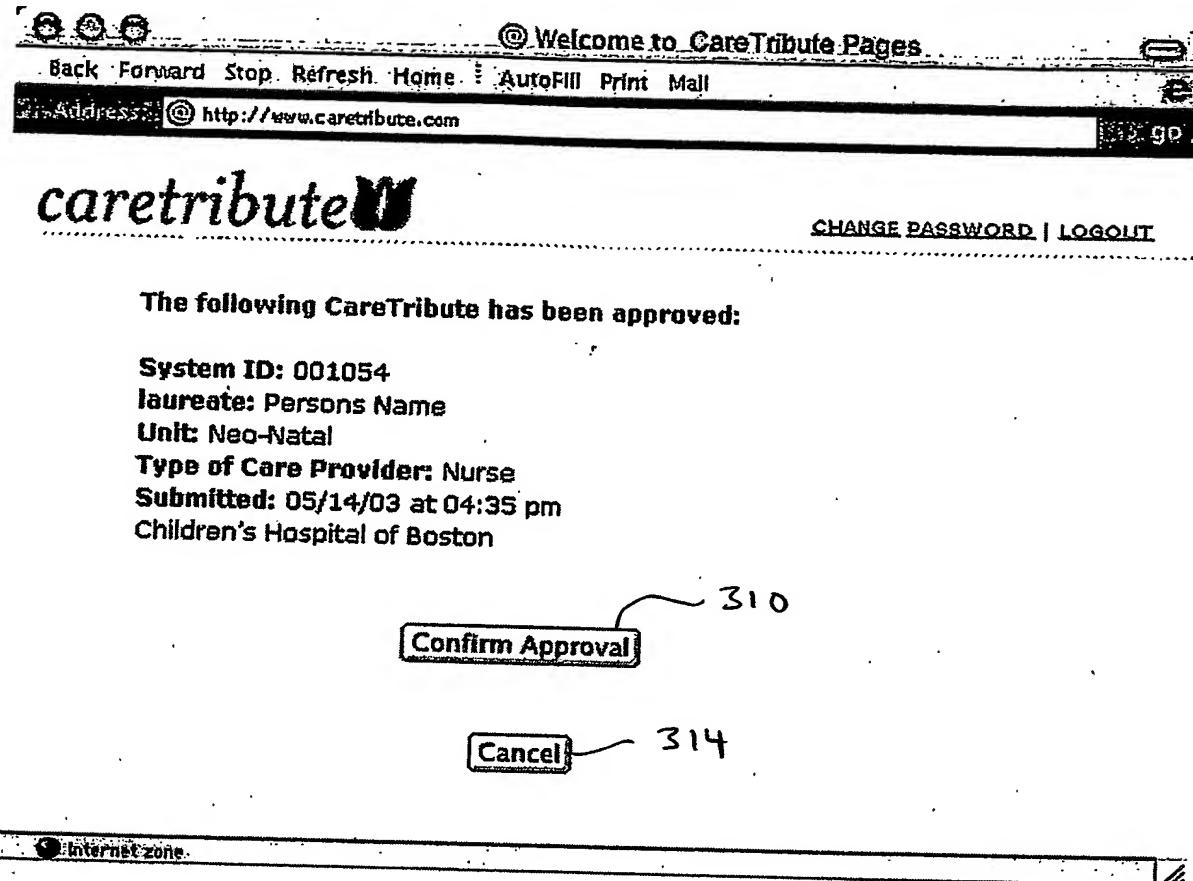
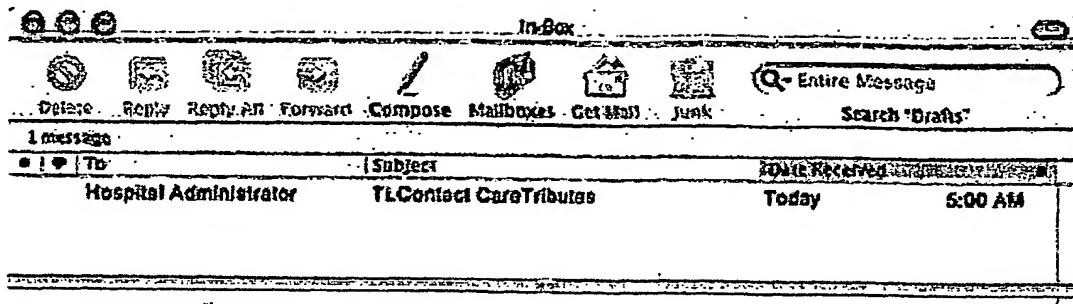


FIG. 9E

316



carettribute

CareTributes is a system designed to allow patients and loved ones to let the care-givers know how much they are appreciated.

To see a complete listing of Children's Hospital of Boston Care Tributes [click here](#).

The following CareTribute was submitted in honor of:

Persons Name

Submitted: 05/14/03

Message:

Persons Name has been so sympathetic and pleasant throughout the whole week. Persons has taken every opportunity to make sure we were comfortable. Persons deserves all the praise she can get!

Submitted by: A. Patient

The following CareTribute was submitted in honor of:

Other Person

Submitted: 05/14/03

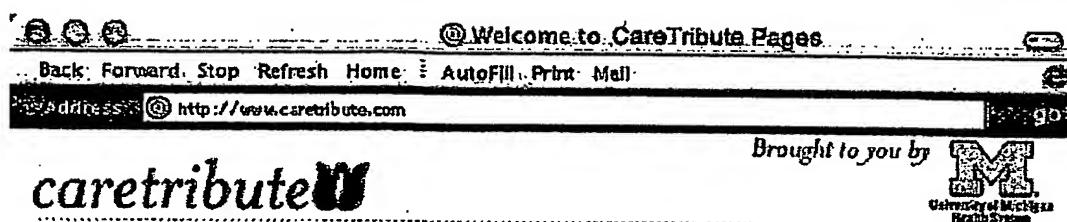
Message:

Other person has been great to me and my family when we visit your hospital!

Submitted by: O. Patient

FIG. 9 F

318



320

University of Michigan Health System
The following CareTribute was submitted in honor of:
Persons Name
Submitted: 05/14/03
Submitted by: A. Patient
Message:
Persons Name has been so sympathetic and pleasant throughout the whole week. Persons has taken every opportunity to make sure we were comfortable. Persons deserves all the praise she can get!

The following CareTribute was submitted in honor of:
Other Person
Submitted: 05/14/03
Submitted by: O. Patient
Message:
Other person has been great to me and my family when we visit your hospital!

TLCContact, Inc. | CarePages

Internet zone

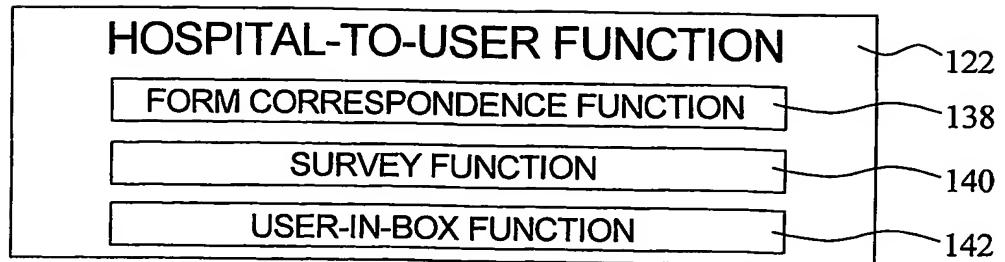
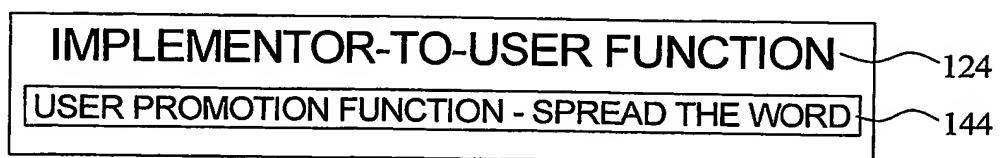
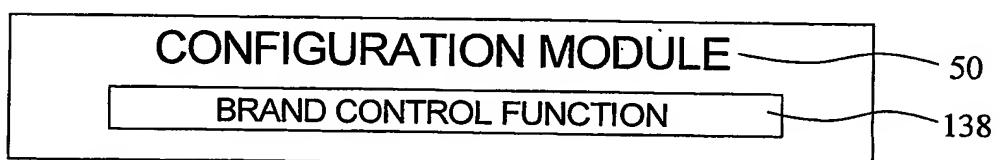
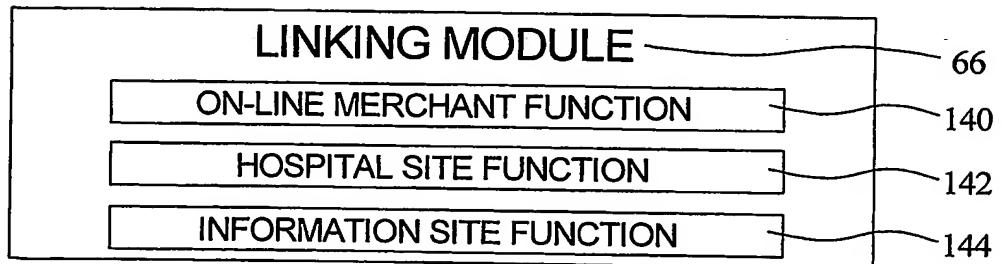
FIG. 10**FIG. 11****FIG. 12****FIG. 13**

FIG. 14

146 → application service provider.com

HOME ABOUT CAREPAGES CONTACT US HELP

Welcome Michael
if you are not Michael,
click here

John Smith's CarePage

148 → **Patient Update** 150 → **Photo Gallery** 154 →

CarePage Links

- ▶ CarePage
- Patient Update
- Message Board
- Photo Gallery
- Contact Info
- Flowers & Gifts
- Invite a Visitor
- Manager Tools

March 20, 2003 at 04:42 PM CST

John has had a difficult day so far. His heart was pumping faster than it should have been and his doctors have identified the problem as an effusion (a pocket of fluid) that is forming under his left lung. In the next hour John will undergo a procedure to insert an additional drainage tube into his left Pleural cavity. This is a straightforward procedure and we are confident that will address...

158 → **My Account** 152 → **Message Board** 160 → **more** 156 →

For your privacy, please sign out when finished.

→ For helpful hints click here.

Say, "Thank You" to the hospital staff with a Care Compliment 162 →

164 →

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FIG. 15

166 →

application service provider.com

HOME ABOUT CAREPAGES CONTACT US HELP

Welcome Michael
If you are not Michael,
click here

Manager TOOLS

CarePage Links

- [CarePage](#)
- [Patient Update](#)
- [Message Board](#)
- [Photo Gallery](#)
- [Contact Info](#)
- [Flowers & Gifts](#)
- [Invite a Visitor](#)
- ▶ [Manager Tools](#)

148 →

Welcome to the Manager Tools for your CarePage.
You'll use these tools to post updates and photos, add or edit CarePage information, and much more. Wondering where to start? Just look below.

Post Updates & Photos

- 167 → Post Updates
Post updates about the patient condition or diagnosis.
- 168 → Post Photos
Create and update a photo gallery for your CarePage.

158 →

Manage Your Visitors

- 170 → Invite Visitors
Invite friends and family to visit your CarePage.
- 172 → Guest Book
View and edit the guest book for your CarePage.
- 174 → Change Privacy Level
Change the privacy level of your CarePage

Edit Your CarePage

- 176 → Edit Patient Info.
Edit patient contact information
- 178 → Edit Visiting Info.
Edit visiting info and special directions for your visitors.
- 180 → Change your Time Zone
Change the time zone of your updates and messages.
- 182 → Delete your CarePage
Finished using your CarePage? Click here for more info.

For your privacy, please sign out when finished.
For helpful hints click here.

My Account
Sign Out

Home About CarePages Contact Us Help Corporate Web site Privacy Term and Conditions

FIG. 16

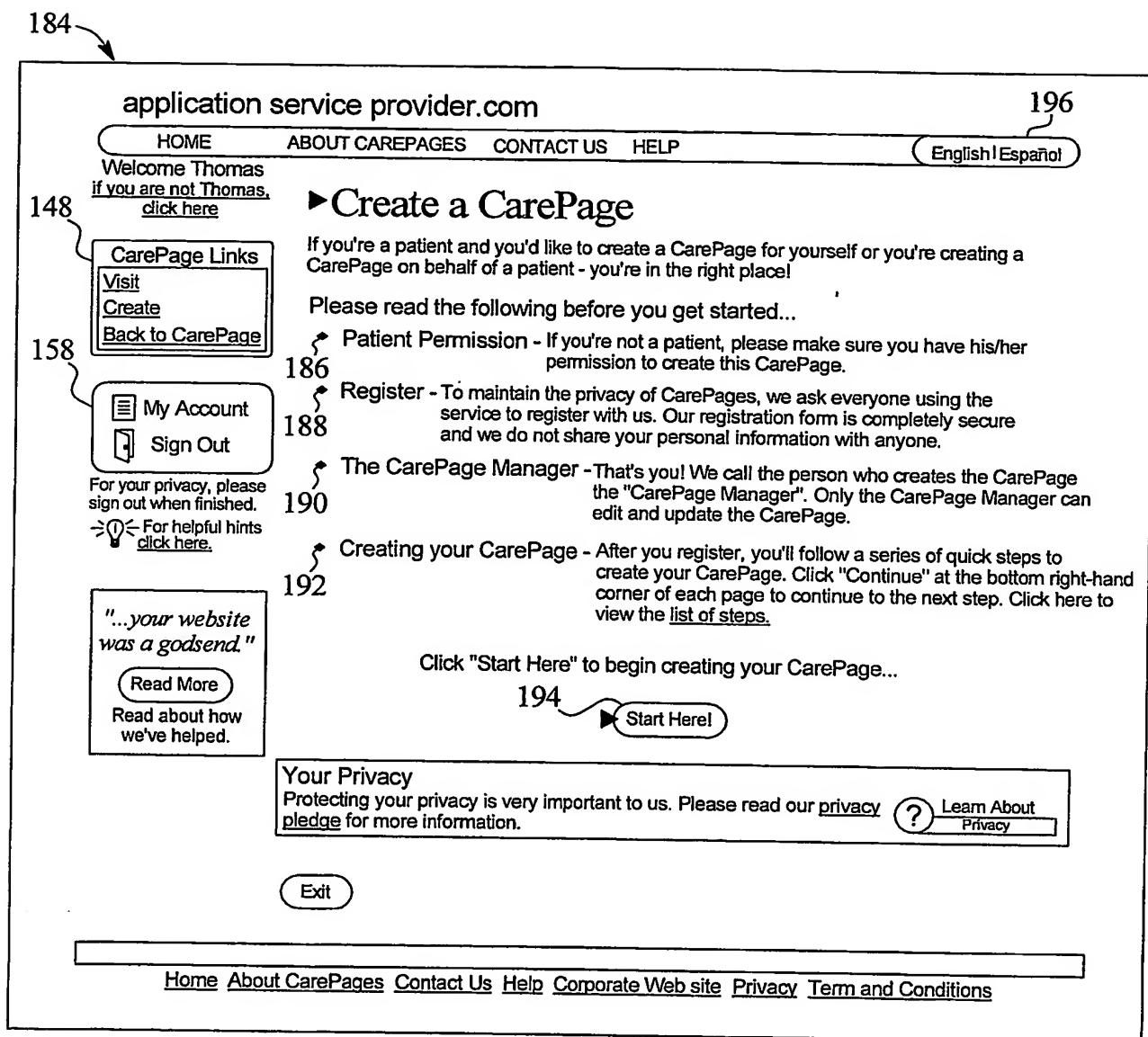


FIG. 17

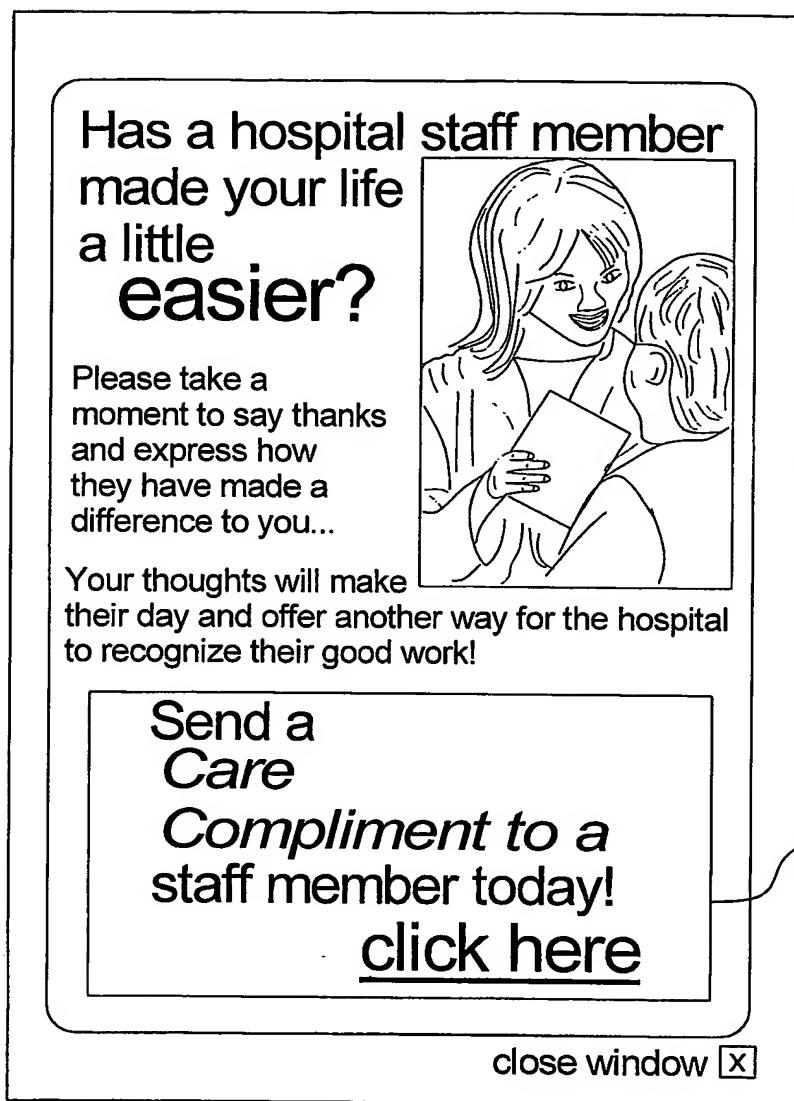


FIG. 18

202

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HOME ABOUT CAREPAGES CONTACT US HELP

Welcome Thomas
if you are not Thomas,
[click here](#)

148

CareCompliment

Has a member of the hospital staff
make a difference in your life
and you'd like to
let them know?

Send them a CareCompliment!

158



Your thoughts will make their day and offer another way for the hospital to recognize their good work!

To send a CareCompliment, please complete the following:

I do not want my CareCompliment to include my name.

Staff member's first name:

Staff member's last name:

Staff member's occupation:

Hospital unit (required):

Enter your CareCompliment here (required):

204

Please note: Your message will be shared with the staff member and their associates.

206

Send Your CareCompliment

207

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FIG. 19

CareCompliment Bulletin Board

208 →

**Care
Compliment**

CarePages | TLCContact, Inc.



**Welcome to the
CareCompliment Bulletin Board!
Please take a moment to view the great things
people have to say about the facility's staff.**





Cook County Hospital

Medical ICU

To: Dr. B
From: Anonymous
Date: September 23, 2003
CareCompliment: Dr. Bob provided us the best care and was always there for us. He and his staff should be highly commended for their professionalism and gentleness.
[Print this CareCompliment](#) ↗ 210

Northwestern Memorial Hospital

Adolescents

To: Not specified
From: Tommy Schmoohaa
Date: September 23, 2003
CareCompliment: The entire staff at the hospital made us and our child feel right at home. Without them I don't know how we would have made it through this ordeal. Thank You.
[Print this CareCompliment](#) ↗ 212

Cardiology

To: Nurse Staff
From: Tommy Schmoohaa
Date: September 23, 2003
CareCompliment: The entire staff at the hospital made us and our child feel right at home. Without them I don't know how we would have made it through this ordeal. Thank You.
[Print this CareCompliment](#) ↗ 214

FIG. 20

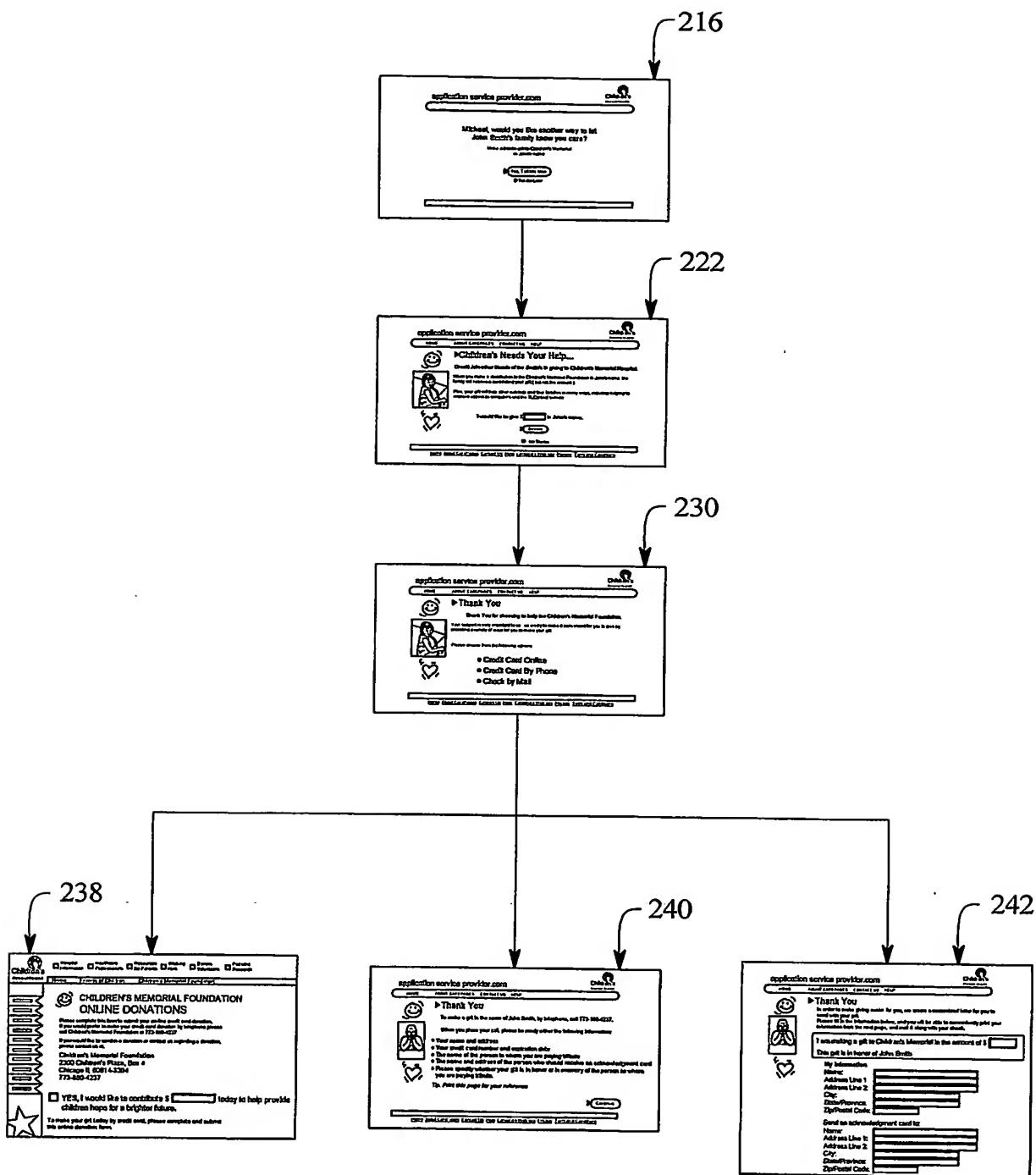


FIG. 20A

216

application service provider.com



Michael, would you like another way to let John Smith's family know you care?

Make a tribute gift to Children's Memorial in John's name

Yes, Tell Me How 218

Tell Me Later 220

FIG. 20B

222

application service provider.com



HOME ABOUT CAREPAGES CONTACT US HELP



► Children's Needs Your Help...



Great! Join other friends of the Smith's in giving to Children's Memorial Hospital.

When you make a contribution to the Children's Memorial Foundation in John's name, the family will receive a card noting your gift (but not the amount).

Plus, your gift will help other sick kids and their families in many ways, including helping to improve access to computers and the TLContact service.

I would like to give \$ In John's name.

Continue 224

No Thanks 226 228

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FIG. 20C

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HOME ABOUT CAREPAGES CONTACT US HELP

 ▶ Thank You

Thank You for choosing to help the Children's Memorial Foundation.

Your support is very important to us, so we try to make it convenient for you to give by providing a variety of ways for you to make your gift.

Please choose from the following options:

232 Credit Card Online
 234 Credit Card By Phone
 236 Check by Mail

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FIG. 20D

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Children's Memorial Hospital

Hospital Information Healthcare Professionals Resources for Parents Working Item Donors Volunteers Pediatric Research

Home Friends of Children Children's Memorial Foundation

 CHILDREN'S MEMORIAL FOUNDATION
ONLINE DONATIONS

Please complete this form to submit your on-line credit card donation.
 If you would prefer to make your credit card donation by telephone please call Children's Memorial Foundation at 773-880-4237

If you would like to send in a donation or contact us regarding a donation, please contact us at:

Children's Memorial Foundation
 2300 Children's Plaza, Box 4
 Chicago IL, 60614-3394
 773-880-4237

YES, I would like to contribute \$ today to help provide children hope for a brighter future.

To make your gift today by credit card, please complete and submit this online donation form.

FIG. 20E

240

application service provider.com

HOME ABOUT CAREPAGES CONTACT US HELP



► Thank You

To make a gift in the name of John Smith, by telephone, call 773-880-4237.

When you place your call, please be ready either the following information:

- Your name and address
- Your credit card number and expiration date
- The name of the person to whom you are paying tribute
- The name and address of the person who should receive an acknowledgment card
- Please specify whether your gift is in honor or in memory of the person to whom you are paying tribute.

Tip: Print this page for your reference





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FIG. 20F

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application service provider.com

HOME ABOUT CAREPAGES CONTACT US HELP



► Thank You

In order to make giving easier for you, we create a customized letter for you to send with your gift.
Please fill in the information below, and you will be able to conveniently print your information from the next page, and mail it along with your check.

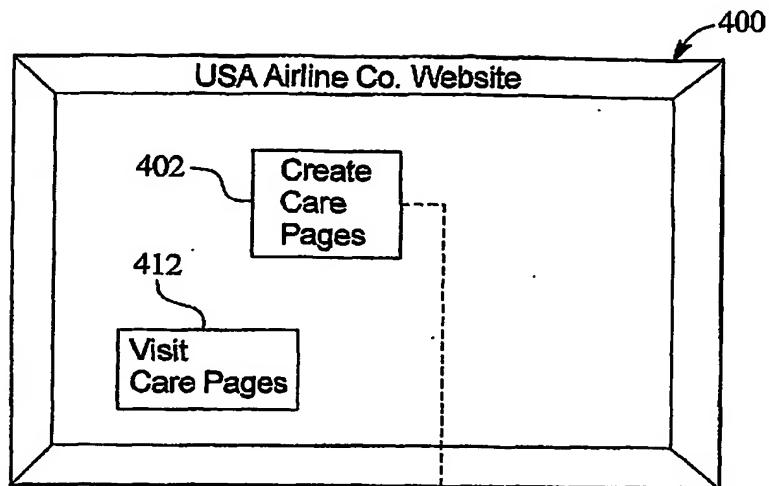
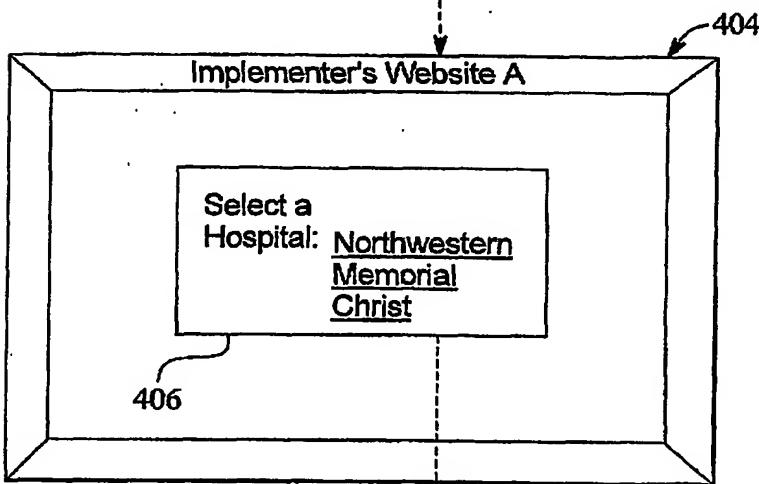
I am making a gift to Children's Memorial in the amount of \$

This gift is in honor of John Smith



My Information
 Name:
 Address Line 1:
 Address Line 2:
 City:
 State/Province:
 Zip/Postal Code:

Send an acknowledgment card to:
 Name:
 Address Line 1:
 Address Line 2:
 City:
 State/Province:
 Zip/Postal Code:

FIG. 21**FIG. 22****FIG. 23**